



Certificate of Express Mailing

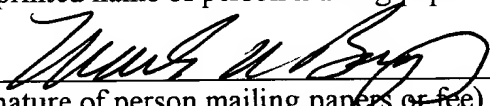
"Express Mail" Mailing Label Number: EJ745196482US
Date of Deposit: 02/03/2000
Ref: Case Docket No.: P3253
First Named Inventor: Alec Miloslovsky
Serial Number: 08/948,530
Filing Date: 10/09/1997
Title of Case: Apparatus and Methods Enhancing Call Routing to and Within Call-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment C.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

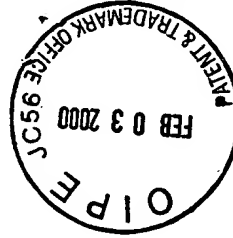
Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing papers or fee)

02-07-00

GAU 2733

"Express Mail" Mailing Label Number: EJ745196482USIn reference to application of Alec MiloslovskySerial No. 08/948,530For Apparatus and Methods Enhancing Call Routing to and Within Call-CentersCASE DOCKET NO. P3253

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Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

- ☒ No additional fee is required.
- ☐ Small entity status of this previously submitted. application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.
- ☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.
- ☐ The fee has been calculated as shown below.

**** CLAIMS AS AMENDED****							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Claims Remaining After Amendment		Highest No. Paid For Previously	Present Extra	Rate Small Entity	Rate Large Entity	Additional Fee
Total Claims	7	Minus	**20	0	\$09.00	\$18.00	\$0
Indep. Claims	2	Minus	***3	0	\$39.00	\$78.00	\$0
<input type="checkbox"/> First presentation of a multiple dependent claim					\$135	\$270	\$0
Extension Fee	<input type="checkbox"/> 1st Month		<input type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$0
Total additional for claims and time extensions							\$0

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

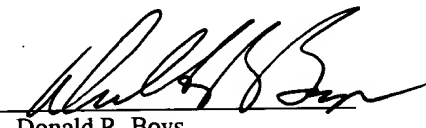
**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

☐ A check in the amount of _____ is attached.☐ Charge \$ _____ to deposit account _____ (A duplicate of this sheet is enclosed)☒ Please charge any additional fees or credit overpayment to Deposit Account 50-0534 A duplicate of this sheet is enclosed.

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Respectfully Submitted, _____


Donald R. Boys
Reg. No. 35,074

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit 2733
Examiner Huy D. Vu



In Re: Alec Miloslavsky
Case: P3253
Serial No.: 08/948,530
Filed: 10/9/97
Subject: Apparatus and Methods Enhancing Call Routing
To And Within Call-Centers

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Amendment C

In the claims:

All of the claims standing for examination herein are reproduced
below.

SUB 17
C1

6. An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system [adapted for] receiving IPNT calls from customers over a wide area network (WAN), and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the at least one call center;

characterized in that the SCP processor uses activity information, including one or more of call volume, agent status, and agent skills,

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